

## **OBSERVATION REPORT #23**

**Verizon-New Jersey (Verizon-NJ) uses different algorithms to calculate the PR-1-02 and PR-2-02 Complex Services 2 Wire Digital and 2 Wire xDSL metrics at the state and sub-state geographic areas.**

### **Issue**

All metrics calculation algorithms should be exactly the same for the state level and each sub-state geographic breakout. In June 2000, Verizon-NJ's algorithms used to calculate the PR-1-02 and PR-2-02 Complex Services 2 Wire Digital and 2 Wire xDSL metrics were different between the state level and the sub-state geographic divisions.

Technical documentation received by KPMG Consulting shows that in June 2000 Verizon-NJ should require that the inward (new lines installed) quantity be greater than zero. At the state level, KPMG Consulting verified that Verizon-NJ followed this technical documentation in June 2000. However, KPMG Consulting found that for all sub-state geographic divisions, this requirement was omitted in June 2000.

Examples of the metrics value discrepancies are listed in Table 1.

**Table 1: Comparison of Retail Metric Values**

Metrics	Geographic area	Using technical documentation algorithm		Reported in the NJ June 2000 Carrier-to-Carrier Report	
		Performance value	Sample size	Performance value	Sample size
PR-1-02 Complex 2 Wire Digital	Suburban	9.97	268	9.7	283
PR-2-02 Complex 2 Wire Digital	Suburban	10.44	193	10.21	203
PR-1-02 Complex 2 Wire xDSL	Hudson/Bergen	4.5	6	6.76	224
PR-2-02 Complex 2 Wire xDSL	Hudson/Bergen	4.5	2	7.09	174

### **Assessment**

CLECs cannot rely on Carrier-to-Carrier Reports to ensure they are receiving required service levels if the metrics performance values are based on inconsistent algorithms between different geographic areas.

*This observation report is for discussion purposes only and subject to change without notice.*